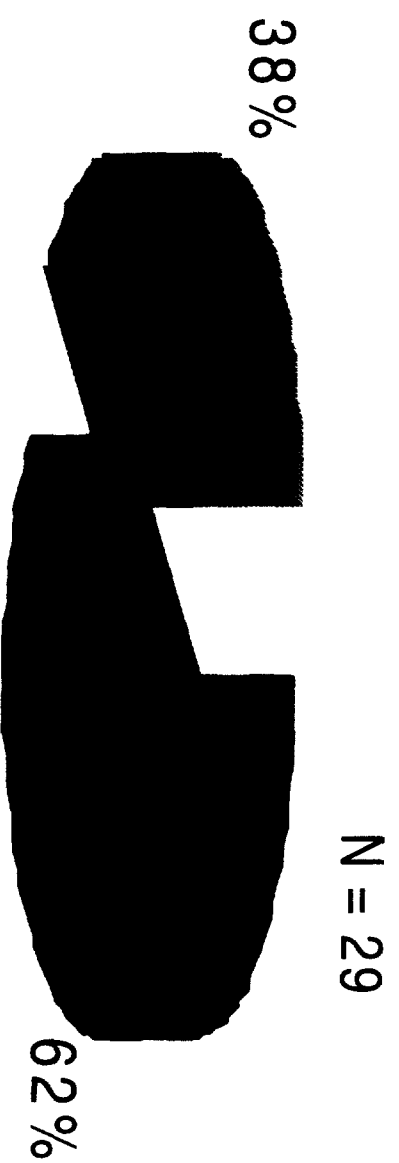


Pending Orders Actually Complete

Prior To 9/30/97

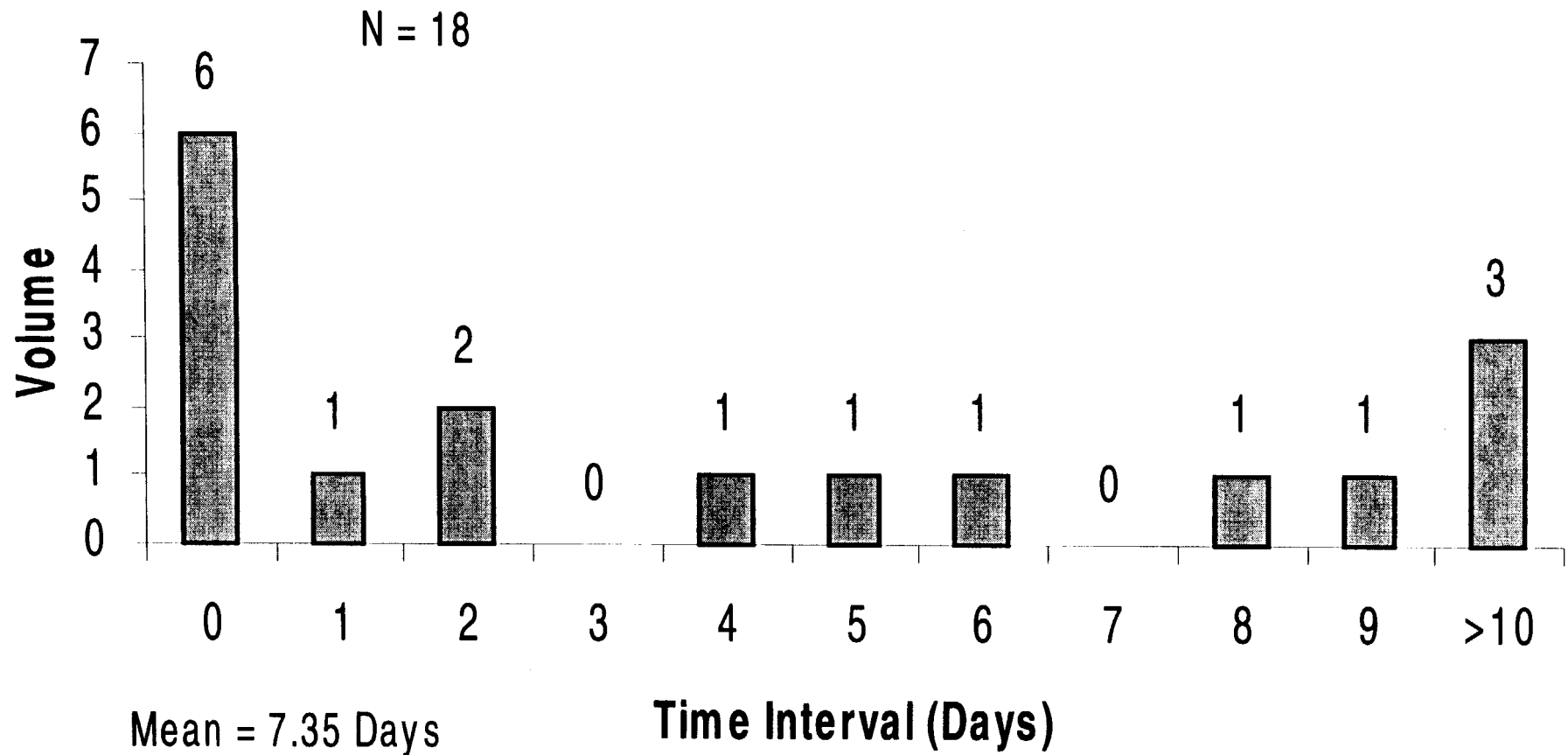
(As Of 10/7/97)



■ Complete ■ Pending

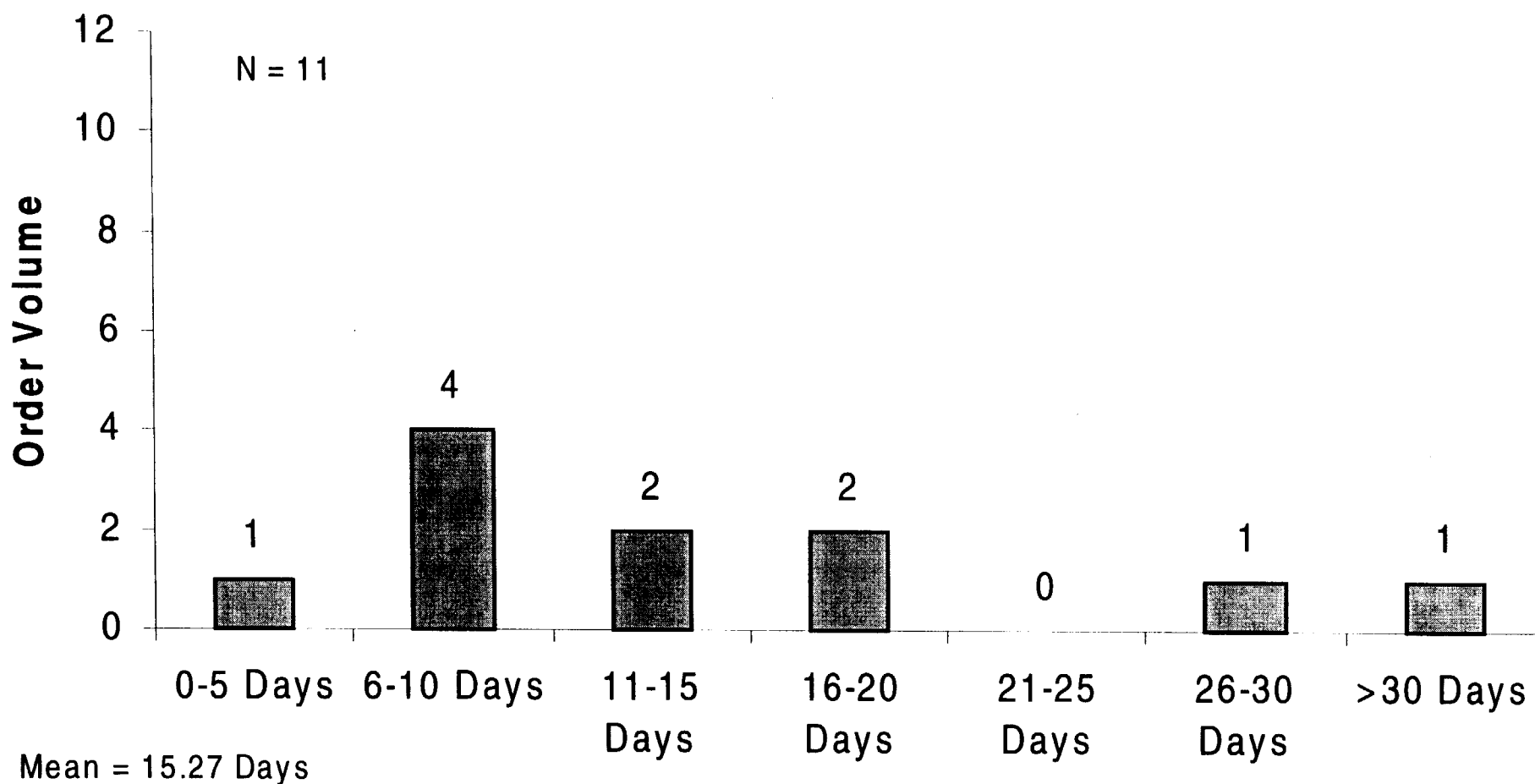
Pending Orders Actually Complete Prior To 9/30/97

(As Of 10/7/97)

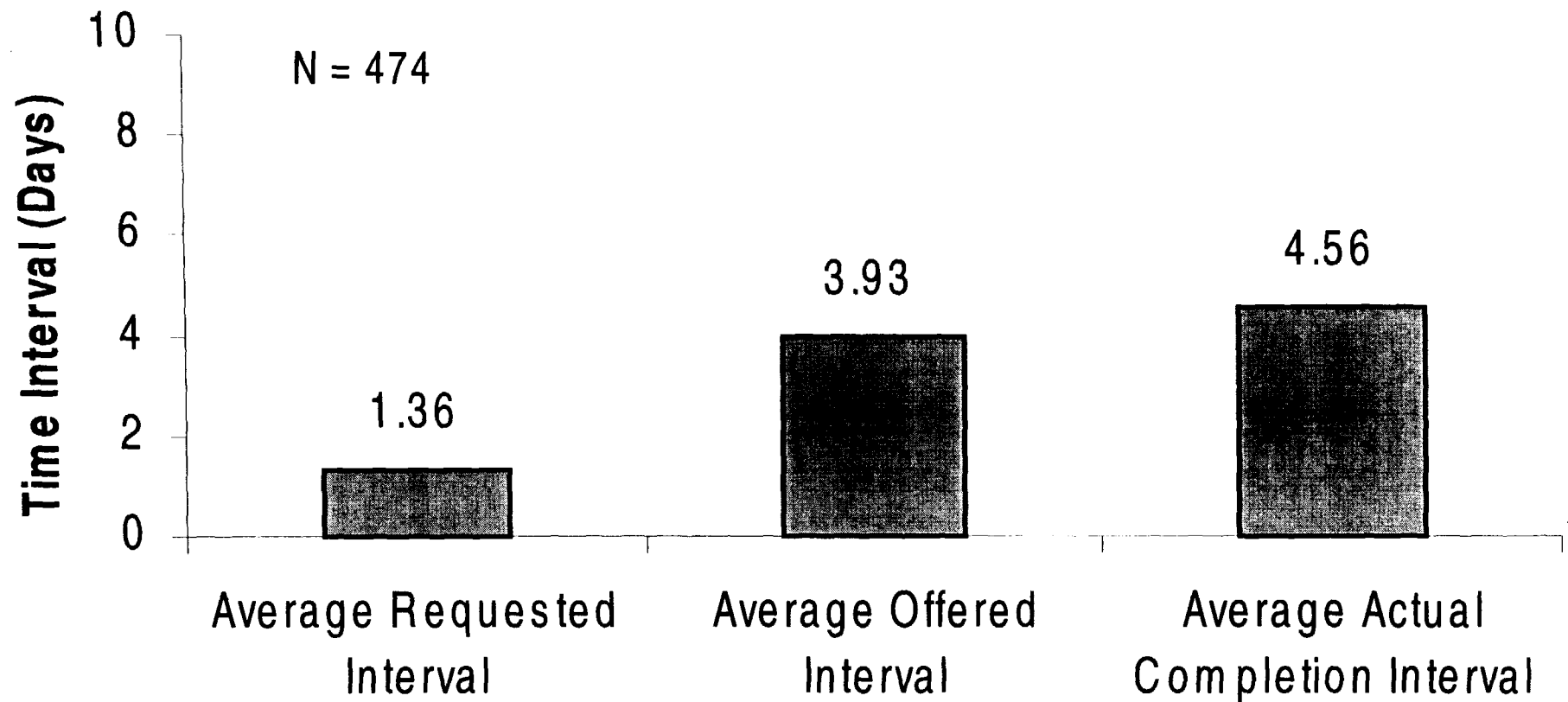


Pending Orders Not Actually Complete

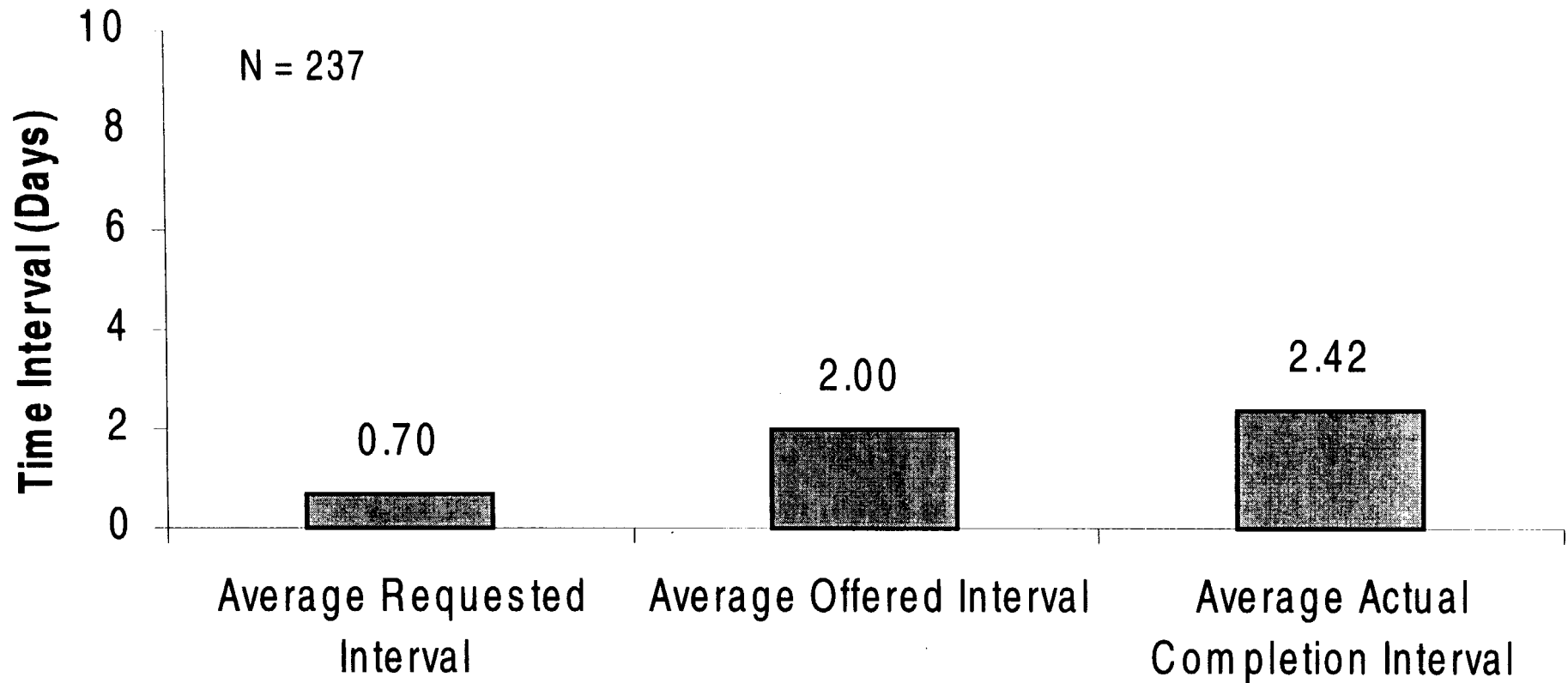
(As Of 9/30/97)



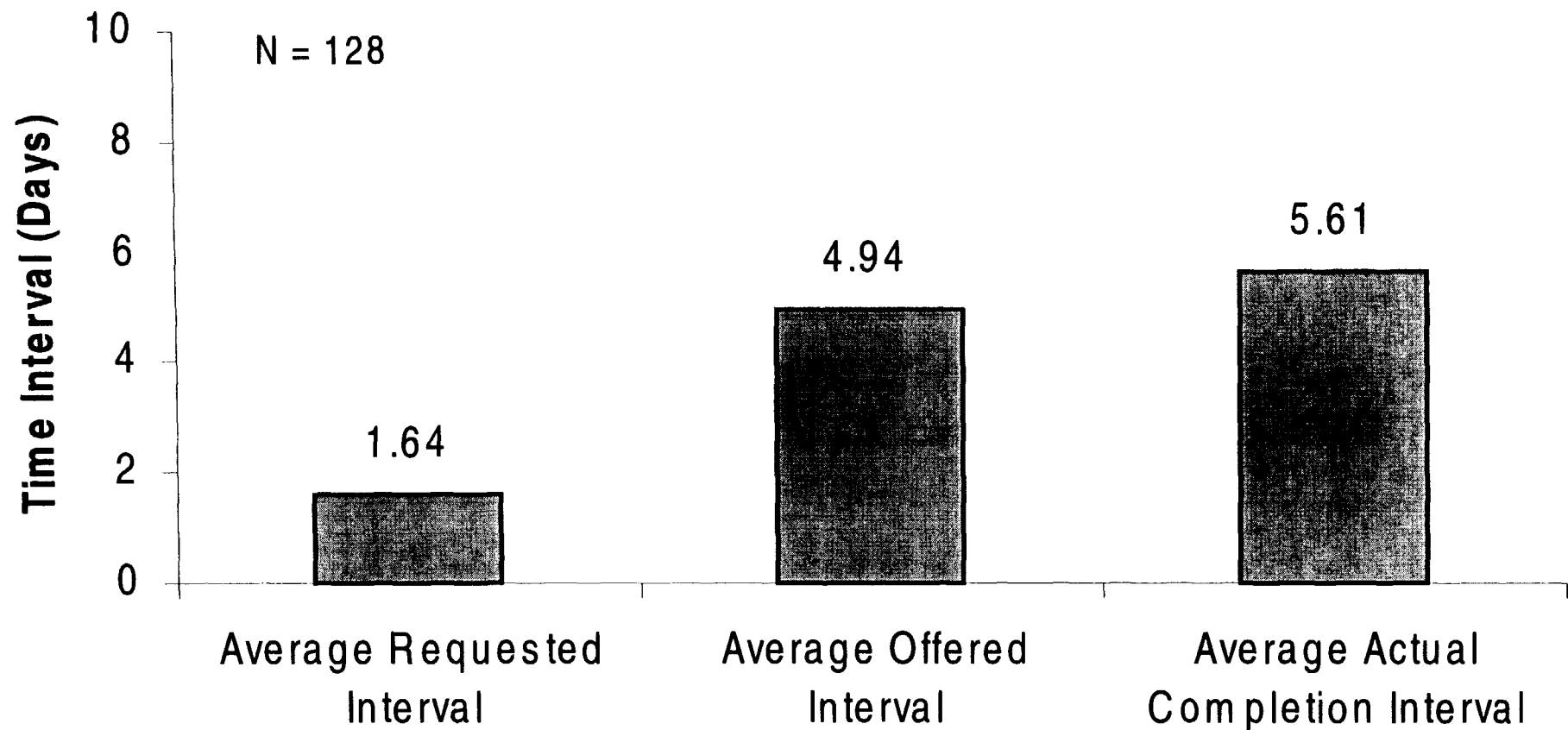
Operational Trial Interval Comparisons



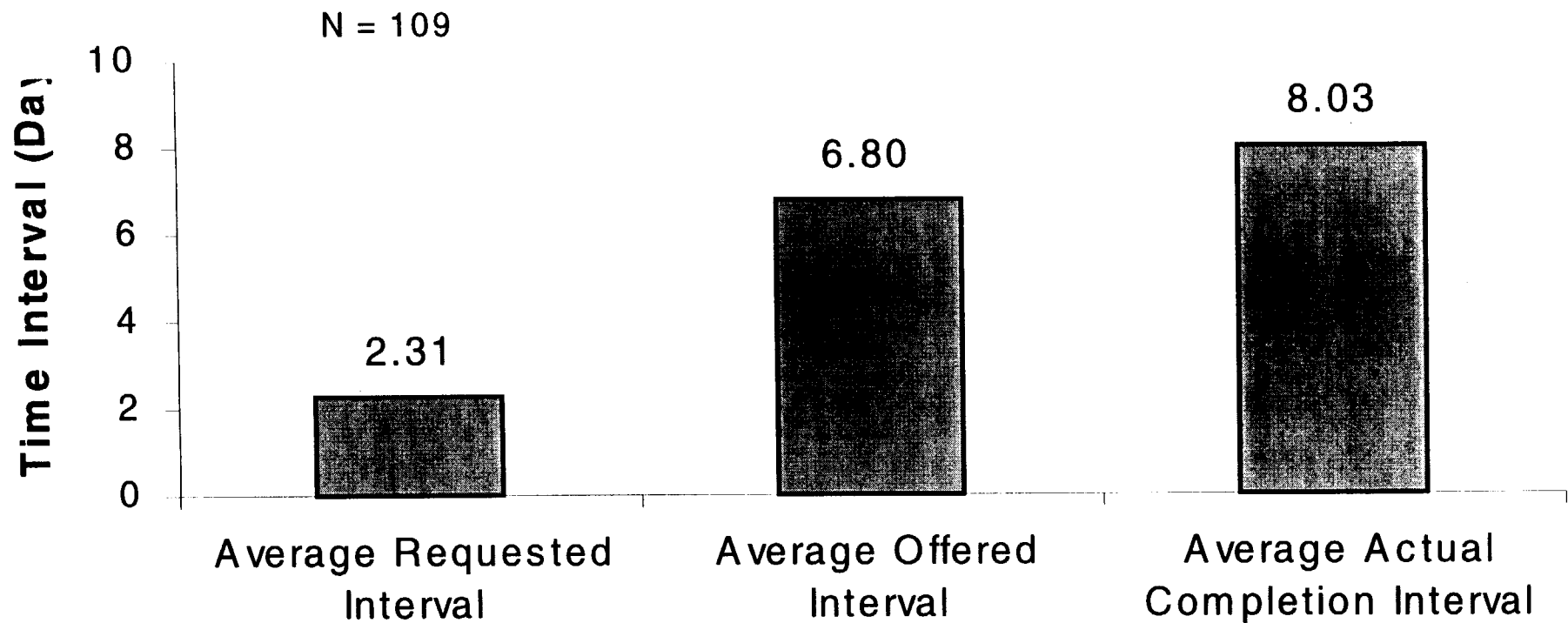
Migrate-As-Is Interval Comparisons



Migrate-As-Specified Interval Comparisons

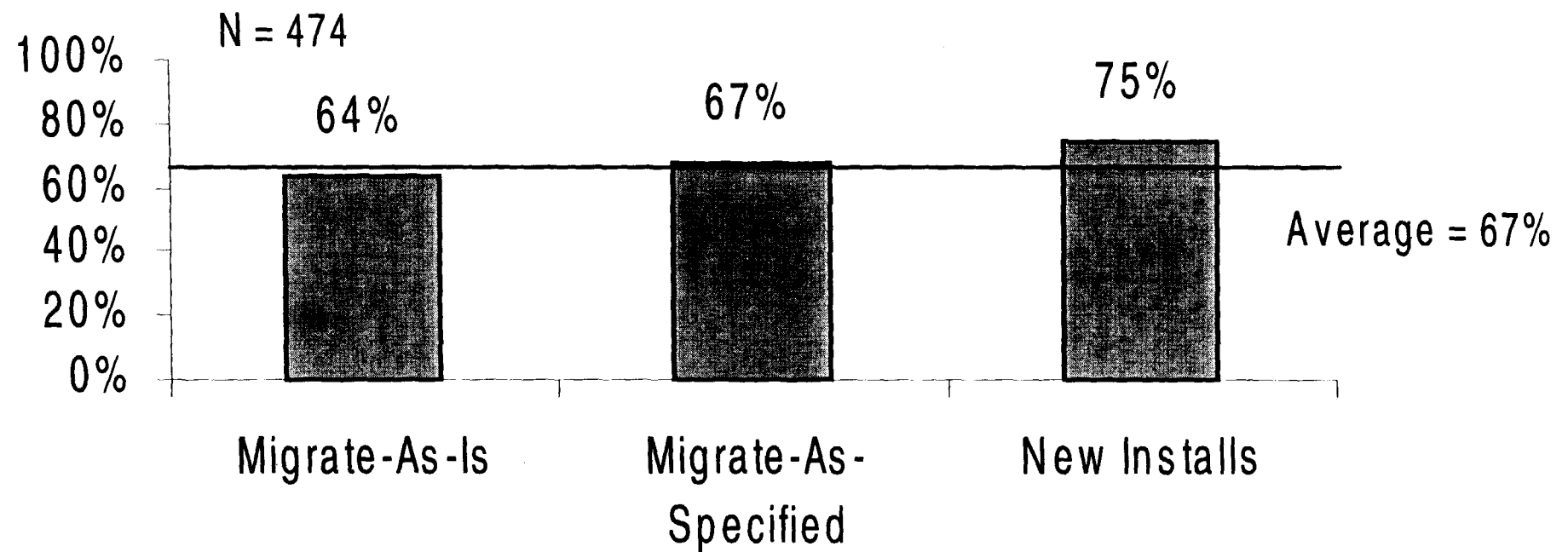


New Install Interval Comparisons



Operational Trial

Manual Intervention For Status



ATTACHMENT 39

BELL SOUTH
Summary
LOOP / PORT COMBINATIONS

	Clean Orders Sent					LEC Responses		
	Jan-June	July	August	Sept	Total	FOCS	Completes	No Response
NP-1								
New	3	5	21	43	72	72		0
Migrate	0	7	78	255	340	321		19
Total	3	12	99	298	412	393	0	19

MCI

03-14-1990 17:58

Total

BELL SOUTH
Period of: January - Sept, 1997

LOOP / PORT COMBINATIONS

Order Type: POTS

Orders: 412

Processing Time

	---Average---		---Median---	
	New	Migrate	New	Migrate
FOCs	3.9	4.5	3.0	3.0
Due Date	6.8	7.8	6.0	7.0
Complete				

Interval Analysis

	-----# of Business Days-----											
	0	1	2	3	4	5	6	7-8	9-10	11-15	16+	Total
New												
FOCs	1	19	14	5	10	6	8	4	0	4	1	72
Due Date	0	1	2	4	4	7	26	13	6	3	3	69
Complete	0	0	0	0	0	0	0	0	0	0	0	0
No Response	0	0	0	0	0	0	0	0	0	0	0	0
Migrate												
FOCs	6	83	48	35	45	13	12	35	12	27	7	321
Due Date	1	3	7	4	6	12	94	127	4	28	21	307
Complete	0	0	0	0	0	0	0	0	0	0	0	0
No Response	0	1	0	0	0	0	1	3	0	2	12	19

FOCs: Date of receipt of Firm Order Confirmation.

Due Date: Committed Due Date on FOC.

Complete: Date of completion from Completion Notification.

DOCT-14-1997 17:56

MJ

12-010 00:00

Jan-June

BELL SOUTH
Period of: January-June, 1997

LOOP / PORT COMBINATIONS

Order Type: POTS

Orders: 3

Processing Time

	-----Average-----		-----Median-----	
	New	Migrate	New	Migrate
OCs	5.7	N/A	2.0	N/A
Due Date				
Complete				

Interval Analysis

	-----# of Business Days-----										
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7-8</u>	<u>9-10</u>	<u>11-15</u>	<u>16+</u>	<u>Total</u>
New											
OCs		2							1		3
Due Date											
Complete											
o Response											
<u>igrate</u>											
OCs											
ue Date											
omplete											
o Response											

FOCs: Date of receipt of Firm Order Confirmation.
Due Date: Committed Due Date on FOC.
Complete: Date of completion from Completion Notification.

July

BELL SOUTH
Period of: July, 1997

LOOP / PORT COMBINATIONS

Order Type: POTS

Orders: 12

Processing Time

	-----Average-----		-----Median-----	
	New	Migrate	New	Migrate
FOCs	10.0	9.9	7.0	7.0
Due Date	12.2	8.5	12.0	8.0
Complete				

Interval Analysis

	-----# of Business Days-----											
	1	2	3	4	5	6	7-8	9-10	11-15	16+	Total	
New												
FOCs							3		2		5	
Due Date							2		2	1	5	
Complete												
No Response												
Migrate												
FOCs							5	1		1	7	
Due Date							5		1		6	
Complete												
No Response												

FOCs: Date of receipt of Firm Order Confirmation.

Due Date: Committed Due Date on FOC.

Complete: Date of completion from Completion Notification.

007-15-1997 11:56

August

BELL SOUTH
Period of: August, 1997

POP / PORT COMBINATIONS

Order Type: POTS

Orders: 99

Processing Time

	-----Average-----		-----Median-----	
	New	Migrate	New	Migrate
FOCs	3.9	6.3	5.0	5.0
Due Date	7.0	8.8	7.0	7.0
Complete				

Interval Analysis

	-----# of Business Days-----										Total
	1	2	3	4	5	6	7-8	9-10	11-15	16+	
New											
FOCs	5	4		1	4	6	1				21
Due Date		1	1			7	6	8			21
Complete											0
Response											0
Rate											0
FOCs	11	14	1	8	5	6	15	3	8	5	76
Due Date	1	2	2	2	0	19	23	0	3	12	64
Complete											0
Response										2	2

FOCs: Date of receipt of Firm Order Confirmation.

Due Date: Committed Due Date on FOC.

Complete: Date of completion from Completion Notification.

Sept

BELL SOUTH
Period of: Sept, 1997

OOP / PORT COMBINATIONS

Order Type: POTS

Orders: 298

Processing Time

	---Average---		---Median---	
	New	Migrate	New	Migrate
OCs	3.0	3.0	4.0	3.0
Due Date	6.0	7.0	6.0	9.0
Complete				

Interval Analysis

	-----# of Business Days-----											Total
	0	1	2	3	4	5	6	7-8	9-10	11-15	16+	
NEW												
OCs	1	14	8	5	9	2	2			1	1	43
Due Date		1	1	3	4	7	19	5		1	2	43
Complete												
Response												
MIGRATE												
OCs	6	72	32	34	37	8	8	15	8	19	1	238
Due Date	1	2	5	2	4	12	75	99	4	24	9	237
Complete												
Response		1					1	3		2	10	17

FOCs: Date of receipt of Firm Order Confirmation.

Due Date: Committed Due Date on FOC.

Complete: Date of completion from Completion Notification.

ATTACHMENT 40

From: Mccreary_Sharon/AL_BRHM02@bridge.bellsouth.com /
[SMTP:Mccreary_Sharon/AL_BRHM02@bridge.bellsouth.com]
Sent: Monday, September 08, 1997 1:46 PM
To: brian.murdoch@mci.com
Cc: Daniels_Sharon_R/AL_BRHM07@a1244034; andri.weathersby@mci.com
Subject: N & D ORDERS

Brian,

Using a C order for a Switch As Is order is going to be trialed in October:
I'm sure the outcome will determine the implementation schedule. I will keep
you informed of the schedule after we have the results of the trial.

Sharon

ATTACHMENT 41

Sharon,

Because the fourth quarter is now upon us, is there a specific month or date for this process to be implemented?

Brian

-----Original Message-----

From: Mccreary_Sharon/AL_BRHM02@bridge.bellsouth.com
[SMTP:Mccreary_Sharon/AL_BRHM02@bridge.bellsouth.com]
Sent: Tuesday, September 02, 1997 1:39 PM
To: brian.murdoch@mci.com
Cc: Daniels_Sharon_R/AL_BRHM07@a1244034
Subject: N & D ORDERS

Brian,

You had inquired about the ordering process for Switch As Is orders. Currently we are issuing N and D orders for the switch. Your question was concerning changing the process to a C order.

BellSouth plans to issue trial C orders for this process fourth quarter 97. We will keep you informed and let you know when the process had been changed.

If you have any question, please call me.

Sharon

ATTACHMENT 42

Fred McCallum Jr.
General Counsel - Georgia

BellSouth Telecommunications, Inc.
Legal Department - Suite 376
125 Perimeter Center West
Atlanta, Georgia 30346
Telephone: 770-391-2416
Facsimile: 770-391-2812

August 14, 1997

AUG 14 1997

Chairman Stan Wise
Georgia Public Service Commission
244 Washington Street
Atlanta, GA 30334

RE: Consideration of BellSouth Telecommunications, Inc.'s Services
Pursuant to Section 271 of the Telecommunications Act of 1996;
Docket No. 6863-U/7253-U

Dear Chairman Wise:

This purpose of this letter is to provide the Commission with further information with regard to the BellSouth letter that was discussed by Mr. Tamplin of AT&T in his summary and referred to by Mr. Adelman in his cross-examination of Mr. Scheye and Mr. Stacy in the recent hearings in these dockets. A copy of the letter sent to Mr. Tamplin is attached to this letter.

MCI clearly implied at the hearing that BellSouth is in violation of the MCI/BST interconnection agreement by virtue of sending the type of letter received by Mr. Tamplin. This is simply not correct. Paragraph 1.1.1.3 of Attachment VIII to the Agreement states that "BellSouth shall not use MCI's request for subscriber information, order submission, or any other aspect of MCI's processes or services to aid BellSouth's marketing or sales efforts." The letter at issue here is generated by the placement of a DISCONNECT order with BellSouth to terminate the customer's local residence service. MCI's request for subscriber information, order submission, or other processes or services are not utilized in this process at all. The disconnect order placed with BellSouth is not MCI's information. Rather, it is information that BellSouth, like any other local exchange carrier, will receive when a customer desires to terminate his or her service.

The form letter, which was sent only to residence customers, was originally intended to serve as a simple notification to the customer that their local service with BellSouth had been terminated. It was designed to protect the customer from being slammed.

Chairman Stan Wise

August 14, 1997

Page -2-

BellSouth clearly has the right to solicit customers who have disconnected BellSouth local service, and have gone to a competitor, in order to try to win back their business. This is the essence of competition. However, this particular letter was never intended to be a win-back letter. Since language reflecting our company's desire to continue serving the customer has been construed by MCI as "win back" language and that language appears in the letter, BellSouth discontinued sending these letters effective the first week of August, 1997.

In the future, BellSouth will in all likelihood send letters to customers who have disconnected their BellSouth service seeking to win back their business back. These letters will be sent after the disconnect order has been completed and the customer has been transferred to the CLEC. No CLEC ordering or other CLEC information has been or will be used by BellSouth to generate or process these letters.

I hope this clears up any concerns about this letter.

Very truly yours,



Fred McCallum Jr.

FMJ/lmh

cc: Chairman Stan Wise
Commissioner Mac Barber
Commissioner Bob Durden
Commissioner Robert B. Baker
Commissioner David N. Baker
Nancy G. Gibson
Tiane Somer
David Burgess
Dennis Sewell
Parties of Record



BellSouth Telecommunications
P. O. Box 100170
Columbia, SC 29202-3170

May 9, 1997
(770)352-9352

JAMES A TAMPLIN JR
445 HUNTERS CROSSING
DR NE
ATL GA 30328

Dear Customer:

We recently received your request to switch your local phone service to another carrier. Although we are disappointed to lose you as a customer, be assured that we have already handled your request and you will shortly receive your final bill as confirmation.

If you were unaware that we received a request to switch your service, please notify us of the problem so that we can correct it. Call us any day, at any time, at 1-800-733-3285.

If you have elected to leave BellSouth, we'd like you to consider coming back. Please know that we are committed to providing the most advanced technology, the highest level of service and the best value for all of your communications needs. If you would like to resume BellSouth Service, or if you would like to hear more about what we have to offer, please call 1-800-733-3285.

We value you as a customer and look forward to serving you again in the near future.

Sincerely,

A handwritten signature in cursive script that reads 'Bob Daniel'.

Bob Daniel, General Manager-Consumer Services

ATTACHMENT 43

SN91081153

January 8, 1997

TO: All Interexchange Carriers, Enhanced Service Providers,
and Resellers

SUBJECT: BellSouth CARE Guidelines for Local Competition

Attached are detailed guidelines in support of BellSouth's
implementation for Local Competition in the CARE arena.

Effective 01/31/97 in our Atlanta site in Georgia, and 02/07/97
in all remaining states, CARE responses to PIC/LPIC changes will
include the recognition of a resold line/account as well as
facility-based lines ported to another facility provider.
BellSouth will follow OBF recommended guidelines for unique
transaction codes/status indicators to communicate PIC/LPIC
changes and BNA and Data Gathering requests in a Local
Competition environment.

BellSouth's PIC/LPIC change processing capability may vary on a
state basis. In compliance with PSC Orders, BellSouth may or may
not be allowed to honor a PIC/LPIC change on a resold line.
These guidelines cover all processing considerations.

There are still several OBF Local Competition issues yet to be
resolved. You will be notified of any future enhancement to
further the Local Competition effort as we progress at an
Industry and Local level.

If you have questions concerning these enhancements, please
contact your BellSouth Account Team Representative, the Equal
Access Service Center at 1-800-456-9127, or Shirley Loewen,
BellSouth's CARE Project Manager at 205 977-0121.

Sincerely,
ORIGINAL SIGNED BY SANDRA HUNT

Interconnection Vice President

Attachment

Attachment
Page 1 of 13

BELLSOUTH CARE GUIDELINES
LOCAL COMPETITION